

Silton Surgery National Patient Survey 2018

Introduction and Changes to Survey

After many years, The National Patient Survey questions have changed. This is in response to major changes in the NHS. Obviously at the time of writing this report, these changes have only just begun to be implemented. However, with the decline in the number of GPs and practice nurses nationally, and the gradual introduction of practice pharmacists, mental health workers, as more nurses become nurse practitioners, patients will be able to see a much wider range of clinicians in surgeries. They may also find themselves offered appointments out-of-hours, or with specialists and consultants at other local practices.

Therefore, questions relate to increased access to different clinicians and services. In addition, questions were previously in relation to the doctors or nurses, but now there is no split between disciplines and **all** healthcare professionals are evaluated. So the answers can include anyone the patient saw for a one-to-one.

In total 219 surveys were sent out to Silton Surgery patients. Of these 128 were completed (58%) This is a high ratio.

Please read the statement below. .

NHS England say:

The [2018 questionnaire](#) was significantly redeveloped ahead of fieldwork to reflect changes to primary care services in England as set out in the GP Forward View. The [questionnaire development report](#) outlines these changes and how these changes were agreed.

Trends are not presented this year, even where question wording remains similar. This is because the changes to the questionnaire impacted not just the new or amended individual questions but the questions around them ('context effects'). Analysis has found that these changes, together with the inclusion of 16 and 17 year olds, mean that the results are not comparable for most questions. For more information on the impact of these changes, please refer to the [Technical Annex](#).

The Practice

Ease of Getting Through on the Phone

99% of our patients find it easy to get through to this surgery by phone
Wiltshire (CCG) average: 77%, National average: 70%

Generally, how easy is it to get through to someone at your GP surgery on the phone?

	This practice	Wiltshire CCG	National
Very easy	71%	27%	23%
Fairly easy	28%	51%	48%
Not very easy	0%	16%	19%
Not at all easy	1%	6%	10%

Do You Find Receptionists at This Surgery Helpful?

99% of patients said they found the receptionists at Silton Practice helpful.

CCG average 92%, national 90%

	This practice	Wiltshire CCG	National
Very helpful	91%	49%	44%
Fairly helpful	9%	43%	46%
Not very helpful	1%	6%	8%
Not at all helpful	0%	2%	2%

NEW

How satisfied are you with the general practice appointment times that are available to you?

93% are satisfied against the CCG 70% and national average 66%

	This practice	Wiltshire CCG	National
Very satisfied	64%	29%	24%
Fairly satisfied	29%	41%	42%
Neither	6%	18%	17%
Fairly dissatisfied	0%	8%	10%
Very dissatisfied	1%	5%	7%

Ability to See or Speak to Preferred GP

88% of patients said they were usually able to see, or speak to, their preferred GP. This is way above Wiltshire CCG 57% and the national average 50%

	This practice	Wiltshire CCG	National
Always / Almost Always	68%	32%*	26%
A lot of the time	21%	26%	24%
Some of the time	12%	33%	40%
Never / Almost Never	0%	10%	10%

Making An Appointment

NEW

Offered a Choice of Appointments - Question asked: On this occasion, were you offered a choice of appointment? This could be a choice of place, time or healthcare professional

90% said they were offered choice. CCG average 66%, national average of 62%.

	This practice	Wiltshire CCG	National
Choice of place	7%	13%	12%
Choice of time of day	84%	58%	54%
Choice of health care professional	9%	12%	10%
Offered no choice	10%	34%	38%

NEW

Satisfaction with the type of appointment offered

Question: Were you satisfied with the type of appointment (or appointments) you were offered?

99% of our patients were satisfied with the **type** of appointment. CCG 81%, national 74%

	This practice	Wiltshire CCG	National
Yes I accepted an appointment	99%	81%	74%
No, but I still took an appointment	0%	15%	20%
No I did not take an appointment	1%	4%	6%

NEW

Did you take the appointment offered?

99% took the appointment; CCG 96%, national 94%

	This practice	Wiltshire CCG	National
Yes I accepted an appointment	99%	81%	74%
No, but I still took an apt	0%	15%	20%
No I did not take an appointment	1%	4%	6%

Experience of Making an Appointment

97% describe their experience of making an appointment as good. CCG Average 75%, national average 69%.

	This practice	Wiltshire CCG	National
Very good	83%	36%	30%
Fairly good	14%	39%	39%
Neither good nor poor	2%	14%	16%
Fairly poor	1%	7%	10%
Very poor	0%	3%	5%

Your Last Appointment

Delay in Appointment Starting

69% of our patients usually wait less than 15 minutes after their appointment time to be seen. The CCG average is 72%, and the national average 69%. This is an area where we have improved.

	This practice	Wiltshire CCG	National
Less than 5 minutes	21%	23%	22%
5 – 15 minutes	48%	49%	47%
More than 15 minutes	23%	20%	22%
More than 30 minutes (new)	8%	8%	9%

Enough Time with the Healthcare Professional

96% say the last healthcare professional they saw or spoke to, was good at giving them enough time. CCG average 90%, national average of 87%

	This practice	Wiltshire CCG	National
Very good	73%	55%	48%
Good	23%	35%	38%
Neither good nor poor	4%	8%	10%
Poor	0%	1%	3%
Very poor	0%	1%	1%

Good at Listening

95% say the last healthcare professional they saw or spoke to was good at listening to them. This compares with the CCG average of 92% and national average of 89%.

	This practice	Wiltshire CCG	National
Very good	74%	59%	52%
Good	20%	32%	37%
Neither good nor poor	4%	6%	8%
Poor	0%	2%	2%
Very poor	1%	0%	1%

Treated with Care and Concern by healthcare professional

96% of our patients say the healthcare professional treated them with care and concern. CCG 91%, national 87%

	This practice	Wiltshire CCG	National
Very good	74%	60%	52%
Good	22%	31%	35%
Neither good nor poor	2%	7%	9%
Poor	1%	2%	2%
Very poor	1%	0%	1%

Patient Involved in Decisions

97% of patients say they were involved as much as they wanted to be in decisions about their care and treatment during the appointment, CCG average: 96%, national 93%

	This practice	Wiltshire CCG	National
Yes definitely involved	69%	69%	61%
Yes to some extent	28%	27%	33%
No not at all	3%	4%	7%

Confidence and Trust in Health Care Professional

98% of our patients had confidence and trust; CCG average 97%, national 96%

	This practice	Wiltshire CCG	National
Yes, definitely	82%	76%	69%
Yes to some extent	17%	22%	26%
No, not at all	2%	3%	4%

NEW

Mental Health

96% of our patients felt the health professional recognised and understood any mental needs during their appointment. CCG average 91%, national 87%

	This practice	Wiltshire CCG	National
Yes, definitely	81%	60%	54%
Yes, to some extent	16%	31%	33%
No, not at all	4%	9%	13%

NEW

Needs

98% of our patients felt their needs were met during their last appointment.
CCG average 96%, national 95%

	This practice	Wiltshire CCG	National
Yes, definitely	80%	69%	64%
Yes, to some extent	18%	26%	31%
No, not at all	2%	4%	5%

Patient Health – new section

NEW

Support for long-term conditions

Unfortunately, Silton has no results for this section. NHS England tell us it is because there was not enough data returned. Patients were asked whether they had enough support from local services or organisations in the previous 12 months to help them manage their long-term conditions.

CCG average 84%, national 79%

	This practice	Wiltshire CCG	National
Yes, definitely	-	50%	43%
Yes, to some extent	-	35%	36%
No	-	16%	21%

Overall Experience

Overall Experience of the Surgery

95% describe this as good. CCG 88%, national average 84%

	This practice	Wiltshire CCG	National
Very good	82%	53%	46%
Good	14%	35%	38%
Neither good nor poor	4%	8%	10%
Poor	0%	3%	4%
Very poor	1%	1%	1%